ASK Proxima C410 and C420 (DP8200x) Projectors
Frequently Asked Questions: Computer

What resolutions is the projector capable of displaying?

VGA, SVGA, XGA, SXGA, SXGA+. This projector has a native resolution of XGA. For best results, adjust your computer resolution to XGA (1024 x 768).

The projected image reverts to the logo or to a blank screen during periods of computer inactivity. Or the lamp goes out after a period of time.

This may be caused by a power saving utility on the computer that disables the video output signal after a specified period of inactivity. Disable all power saving programs and screen savers on the computer to prevent signal interruption. Refer to the computer documentation to disable power saving utilities.

If you have disabled the computer power savers and screen savers, and the issue persists, it may be due to a setting in the projector. The projector automatically displays a black screen after no active source is detected for 30 minutes. This black screen helps preserve the life of the projector. The image returns when an active source is detected or a remote or keypad button is pressed.

> **Screen Save**
>
> You can make the black screen appear after five minutes by turning on Screen Save in the Settings > System menu. There are six time options for the Screen Save feature. They range from five minutes to 30 minutes in five-minute intervals.

> **Power Save**
>
> The projector also has a Power Save feature that automatically turns the lamp off after no signal is detected for 20 minutes. After 10 additional minutes with no signal, the projector powers down. If an active signal is received before the projector powers down, the image is displayed. You must press the Power button to display an image after 30 minutes have passed. When Power Save is enabled, Screen Save is disabled.

The image appears to be stretched vertically or horizontally.

The Aspect Ratio is set to 16:9 instead of Native or 4:3, which is required for computer images. To change the aspect ratio, press the Menu button on the keypad, then go to Main > Picture > Aspect Ratio. Select Native or 4:3.

The default setting is Native, which allows the projector to adjust to incoming signals automatically. Setting the aspect ratio at 4:3 or 16:9 forces all incoming images to that ratio.

I am playing a DVD on my laptop, but the projector displays a blank screen.

If the DVD plays satisfactorily on your laptop, you should be able watch it with the projector. However, some laptops do not have the resources to play the movie on both its own screen and through the projector. When this happens, you will probably just see a blank screen. To solve this issue, press and hold the FN key on the laptop, then press the appropriate function key (F1, F2, F3, etc.). The function key should be labeled "LCD/CRT" or will have a monitor icon on it. You may need to press the function key a couple times. When you do this, you cycle through three settings: the image only on the laptop, the image on both the laptop and projector, and the image only on the projector. You want to set it so the movie appears only on the screen.

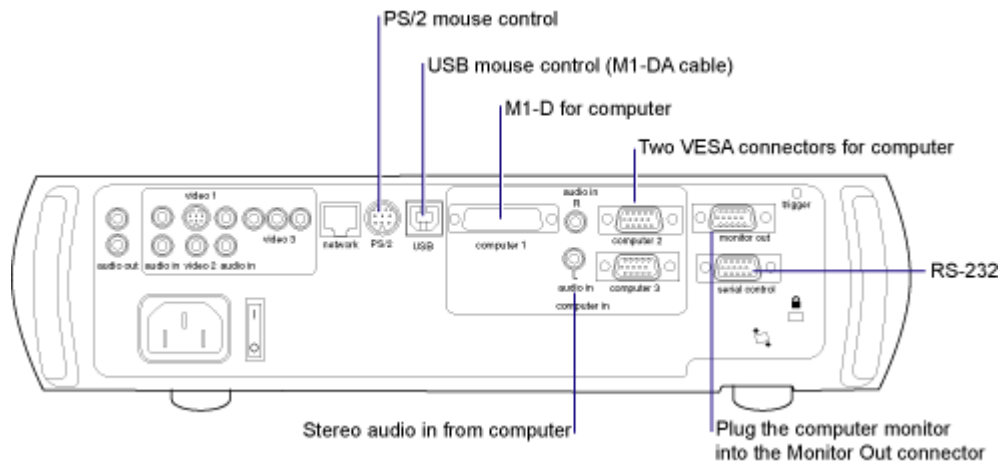**The LED on the projector keypad has changed. No image is projected. What is wrong?**

The projector has an LED next to the Power button. It shines green or red, depending on the state of the projector. The LED can help you troubleshoot projector problems. The LED Error Code Guide is available for download from the ASK Proxima website.

The projector does not display the computer image.

1. Press the Computer button on the projector keypad or the remote to select the active computer source. You may need to press it several times.
2. If you're using a laptop, try activating the computer's external video port with special keystrokes. Press and hold the FN key on the laptop and then press the appropriate function key (F1, F2, F3, etc.) that's marked LCD/CRT or marked with a picture of a monitor. (Refer to the Laptop Activation Chart on the ASK Proxima website, or your laptop documentation for further video port activation instructions.)

   You may need to press the Function key more than once. Many laptops cycle through a series of configurations at each key press, including image on the screen, but not on the laptop, image on both the screen and laptop, image on laptop only. Be sure to wait five seconds or so after pressing the function key. Sometimes it takes the projector a few seconds to communicate with the laptop.

3. Make sure the cable between the computer and projector are plugged into the proper connectors. A VGA cable must be plugged into the two VESA connectors. The DVI cable must be connected to the M1-D connector. Make sure the other end of the cable connects to the either the DVI or the Monitor connector on the computer.

4. Verify that the power cable is connected to the projector and that the LED on the keypad is green. Click here if the LED is not a steady green.
5. Does the logo screen appear? Refer to the C410-C420 Lamp FAQ if you do not see an image.
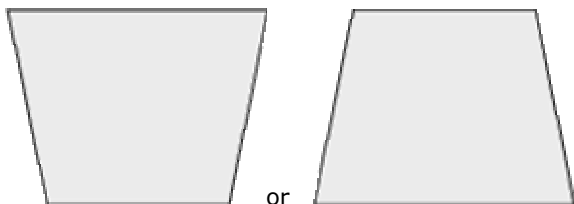6. Restart both the computer and projector. Turn on the projector first, then the computer.

If the above steps do not solve your issue, contact ASK Proxima technical support.

The image is not perfectly rectangular. ("Keystoning")

When a projected image is wider at the top or the bottom, or taller on the right or left side, we say that the image is 'keystoned'. Keystoning happens when your projector is not perpendicular to the screen, either in the vertical plane or the horizontal plane.

Vertical keystoning

If you use the elevator to tilt the front of the projector up so you can get the image higher on the wall, the image will suffer from vertical keystoning. Likewise, if you mount the projector on the ceiling and need to tilt it to get the image on the screen, you'll also get a keystoned image.
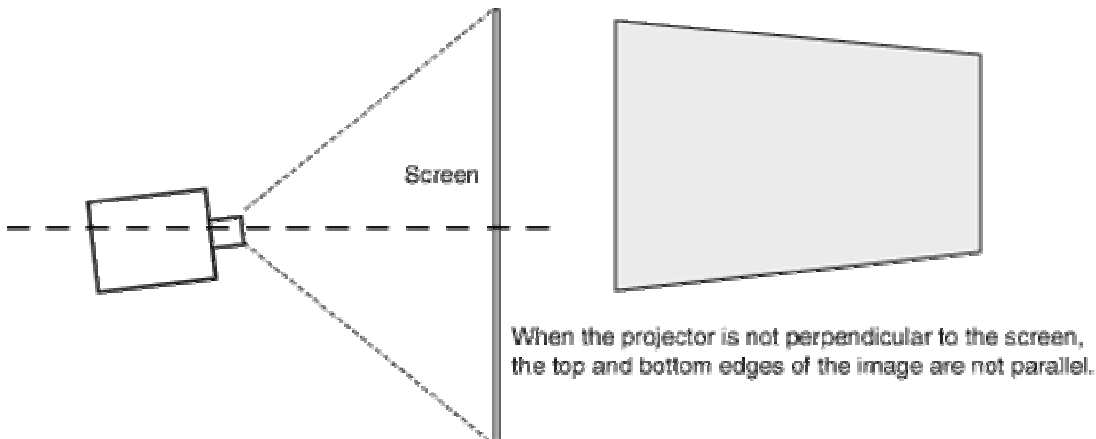

or

Change the Keystone setting using the projector menu

Press the Menu button. Go to Main > Picture > Keystone > Vertical. Use the Up and Down arrows to change the keystone setting.
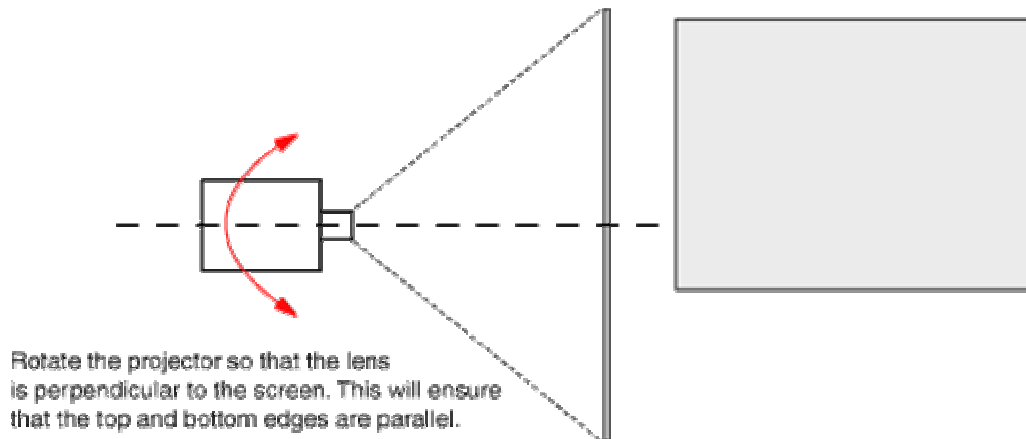
Note that it is always better to achieve a rectangular image by moving the projector. Some images look much better when there is no digital keystone correction.

Horizontal keystoning

If you place the projector so that the lens is not perpendicular to the screen in the horizontal plane, the image can suffer from horizontal keystoning.

Screen

When the projector is not perpendicular to the screen, the top and bottom edges of the image are not parallel.

1. If your image looks like the one above, slowly rotate the projector until the image is rectangular.

Rotate the projector so that the lens is perpendicular to the screen. This will ensure that the top and bottom edges are parallel.

2. You can also digitally adjust horizontal keystoning. To do this, press the menu button. Go to Main > Picture > Keystone > Horizontal. Use the Up and Down arrows to change the keystone setting.

Note that it is always better to achieve a rectangular image by moving the projector or using the Lens Shift feature. Some images look much better when there is no digital keystone correction.

The image on the computer monitor and/or projection screen flickers.

Make sure that the refresh rate on your computer is set between 60 Hz and 75 Hz, or Adapter Default. If you are using a laptop, always use AC power, not the battery.
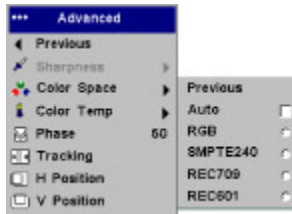
"Signal out of range" or "Setting up image" message periodically appears.

The computer refresh rate is either too high or too low for the projector to synchronize with. Go to Start > Control Panel > Display > Settings > Advanced > Adapter (This varies by operating system and by video card. See your computer/video card documentation for more information). If the adapter allows you to select a profile, choose 1024x768, High Color, 60Hz. You might also be able to change the refresh rate on the Monitor tab.

For Macintosh, go to Apple Menu > Control Panel > Display or Monitor and Sound to change your resolution and refresh rate.

The image is tinted or the color is distorted.

1. Reset the projector to factory defaults. To do this, press the Menu button, then Go to Main > Settings > Service > Factory Reset. All settings except language revert to default.
2. Turn the source off and project the logo screen. If the logo screen appears normal, the issue is most likely with the source or the cable. If the logo screen appears tinted or distorted, the problem is in the projector. Go to step 5.
3. Change sources. Try plugging the projector into another computer.
4. Check the Color Space setting. By default, the projector sets the color space for video. For use with a computer, select RGB. You set the color space in the Color Space menu.

    To specify the Color Space setting, press the Menu key, then go to Main > Picture > Advanced > Color Space. Select RGB.
5. Check the cables for bent or broken pins. If any pins are damaged, the cable will need to be replaced with an ASK Proxima-approved cable.
6. Upgrade the system software.
7. If the projector still will not display the image, it is possible that there is an internal problem that requires repair. Take the projector to your dealer or contact ASK Proxima Technical Support.

The image is cut in half or is cropped on one side.

This projector runs in XGA resolution (1024x768 pixels), and offers intelligent compression for resolutions up to 1400 x 1050 (SXGA+). It also can expand images at 640 x 480. Some desktop computers run at a higher resolution than this, which can cause display problems.

1. For best results, make sure your computer is set to 1024 x 768 resolution.
2. If you're using a laptop, disable the internal display so the image appears on the projection screen only. To do this, use the Fn key and the appropriate F key (usually labeled LCD/CRT or with a picture of a monitor).

The image appears split or scrambled when coming back from Standby or Video mode into a PowerPoint slideshow.

When bringing the projector out of Standby or Video mode, make sure that PowerPoint is not in the full-screen slideshow mode. The projector is unable to establish a signal lock on the non-standard resolution of a PowerPoint slideshow.